



Patents

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: <b>Baggenstoss et al.</b>	)	
	)	Art Unit: <b>2614</b>
Serial No.: <b>10/733,457</b>	)	
	)	Examiner: <b>Al Aubaidi, Rasha S</b>
Filing Date: <b>December 11, 2003</b>	)	
	)	Confirmation No.: <b>8796</b>
Title: <b>Managing the Rate of Delivering</b>	)	
<b>Performance Interventions in a</b>	)	Docket No.: <b>07117.105016</b>
<b>Contact Center</b>	)	

AMENDMENT AND RESPONSE

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Responsive to the Official Action mailed January 11, 2007, please enter the below amendments and consider the remarks that follow.

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05/16/2007 MGEEREM1 00000011 10733457

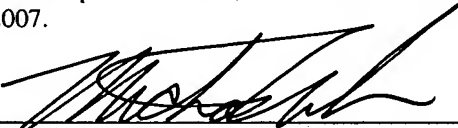
01 FC:2201

200.00 OP

02 FC:2202

250.00 OP

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on May 11, 2007.

  
Michael L. Wach, Reg. No. 54,517